

Seyfor

HelpDesk Guide

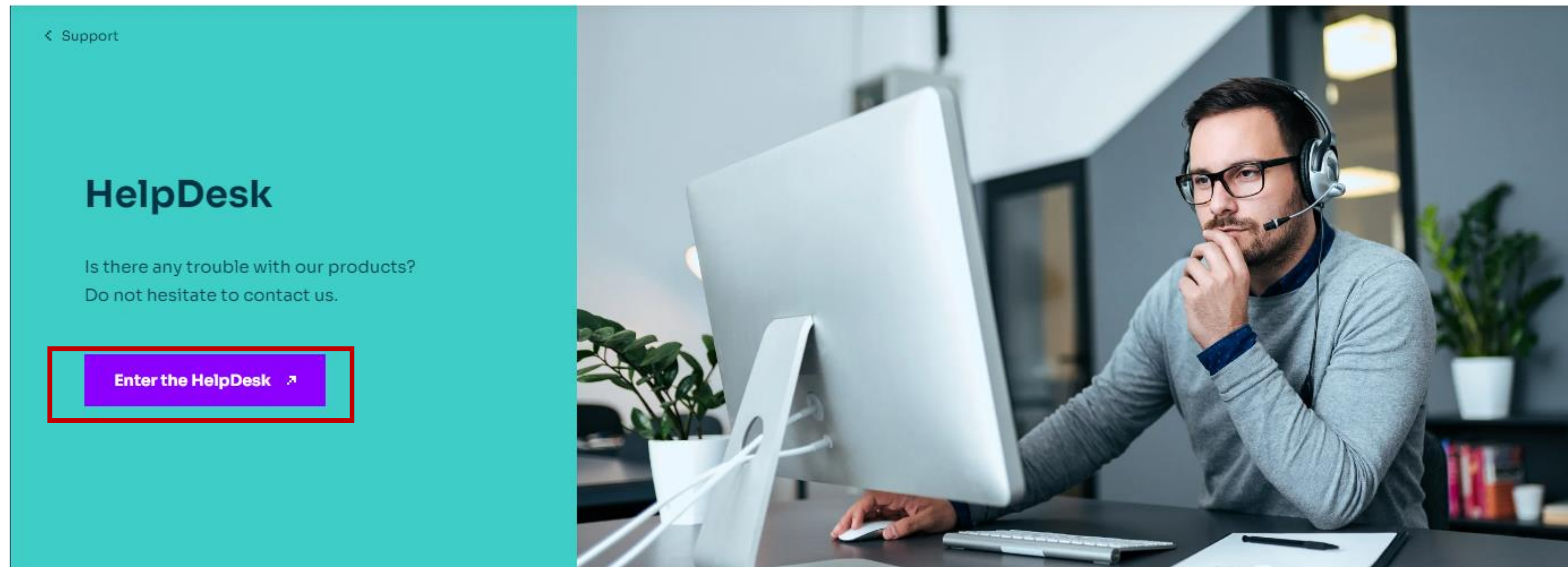
Incadea&OneCore Support team

Just sey it!

/ Access

Helpdesk is accessed through this link - [HelpDesk | OneCore \(one-core.com\)](https://one-core.com/helpdesk)
„Enter the HelpDesk“:

You can also find the link in the login e-mail



Login to the HelpDesk system

For logging in to the system, you must enter the "Login" and "Password" that you received from us:

Seyfor

Login

Login

Password

Retrieve lost password

Password

☐ Stay logged in

Login

Azure AD

/ Basic terms

There are several basic terms which are good to know.

1	Task ID Request number	5	Tracker Task Type (Incident, Service Request, Change Request, Question/Hotline)	9	Assignee Current task solver on the side of Seyfor, a.s.
2	Subject Subject/brief description of the ticket	6	Priority The priority level of the request (Low, Medium High, Urgent)	10	Author The author of the task on the customer side.
3	Project Customer name	7	Due date Planned delivery date for removal of business impact or agreed delivery date for testing	11	Start date The date the task was created
4	Status Current status of the task (New, In Progress, Waiting for information, waiting for approval, waiting for test, waiting for 3rd Party, Returned from customer Resolved)	8	Estimated time In the case of paid requests - Hours agreed by the customer for invoicing	12	Invoiced Invoiced task has "YES" flag



Basic terms

Task status

1

New

New task from customer (by e-mail, dashboard)

2

In progress

Task is assigned to the solution in Seyfor – status throughout the solution period

3

Waiting for information

Seyfor requires the customer to clarify the specification, approve FDD, IDD, ...

4

Waiting for approval

Seyfor requires the customer to approve the labor estimate

5

Waiting for test

Seyfor requires the customer to make modification test

6

Waiting for the 3rd party

Seyfor or customer are waiting for a response from the third party

7

Returned from customer

Customer response to Seyfor about the status of the pending ticket

8

Resolved

Task is solved and if it is invoicing, then it falls into invoicing in the period when it was entered into this status

9

Cancelled

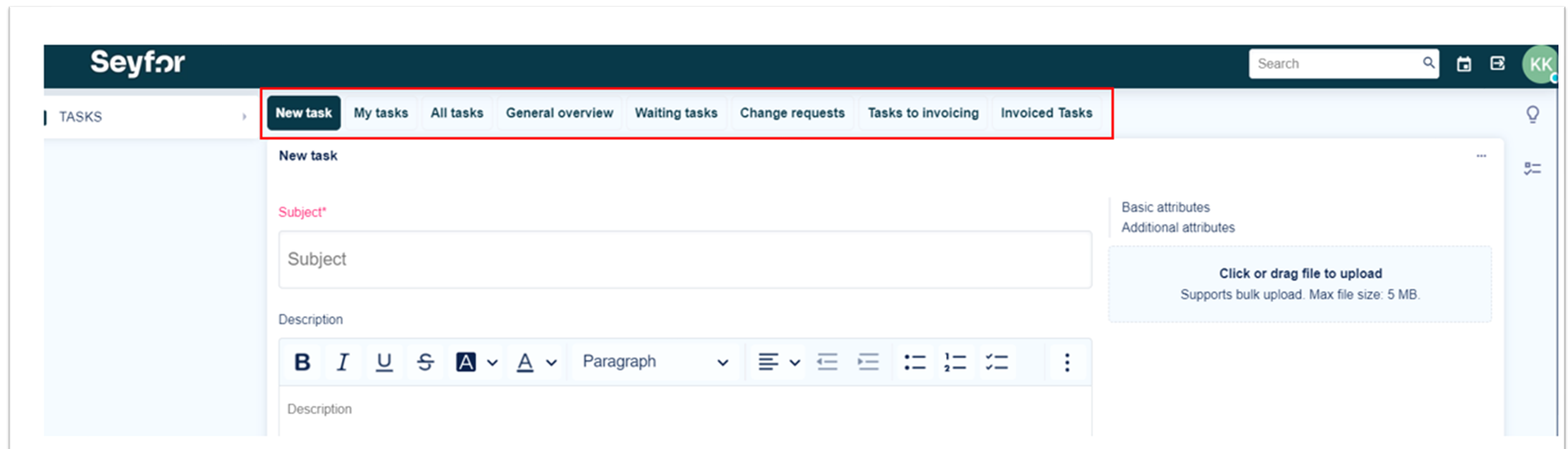
Task was cancelled without resolution

Preview from Easyredmine

≡	1-New
≡	2-In progress
≡	3-Waiting for information
≡	4-Waiting for approval
≡	5-Waiting for test
≡	6-Waiting for the 3rd party
≡	7-Returned from customer
≡	8-Resolved
≡	9-Cancelled

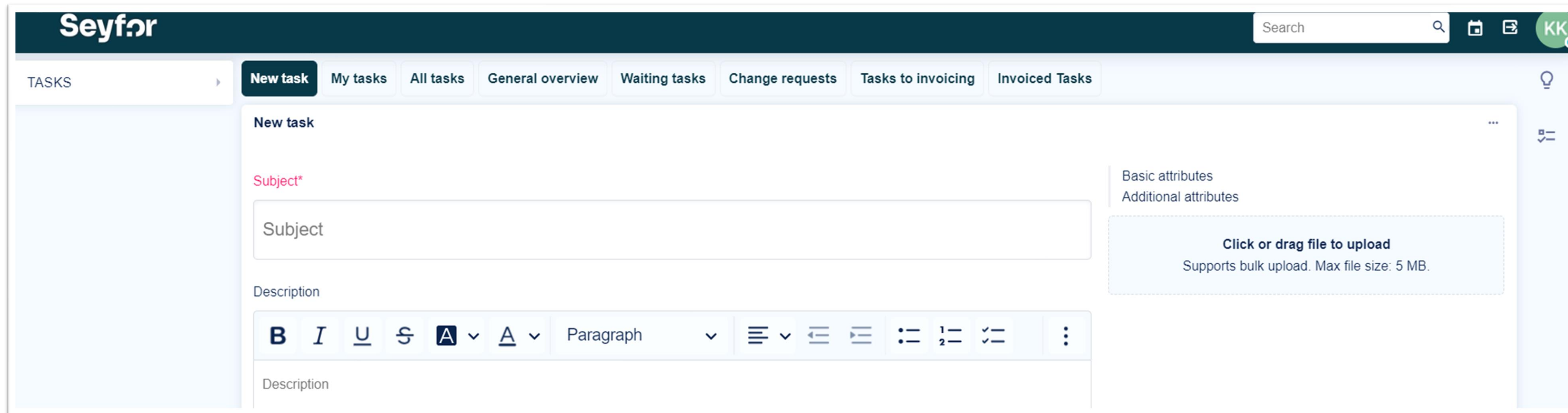
/ Home screen description

When you enter the system, a home screen with a basic menu will appear:



The screenshot displays the Seyfor home screen. At the top, a dark blue header contains the 'Seyfor' logo on the left, a search bar with a magnifying glass icon in the center, and a calendar icon, a document icon, and a user profile icon labeled 'KK' on the right. Below the header, a horizontal menu bar is highlighted with a red border. It includes the 'TASKS' label on the left and several buttons: 'New task' (dark blue), 'My tasks', 'All tasks', 'General overview', 'Waiting tasks', 'Change requests', 'Tasks to invoicing', and 'Invoiced Tasks'. The main content area is divided into two columns. The left column, under the 'New task' header, contains a 'Subject*' label in red, a text input field with the placeholder 'Subject', a 'Description' label, a rich text editor toolbar with icons for bold, italic, underline, strikethrough, text color, background color, paragraph, list, and link, and a text input field with the placeholder 'Description'. The right column contains a 'Basic attributes' section with an 'Additional attributes' section below it. A dashed box in the right column contains the text 'Click or drag file to upload' and 'Supports bulk upload. Max file size: 5 MB.'.

/ Home screen description – New task



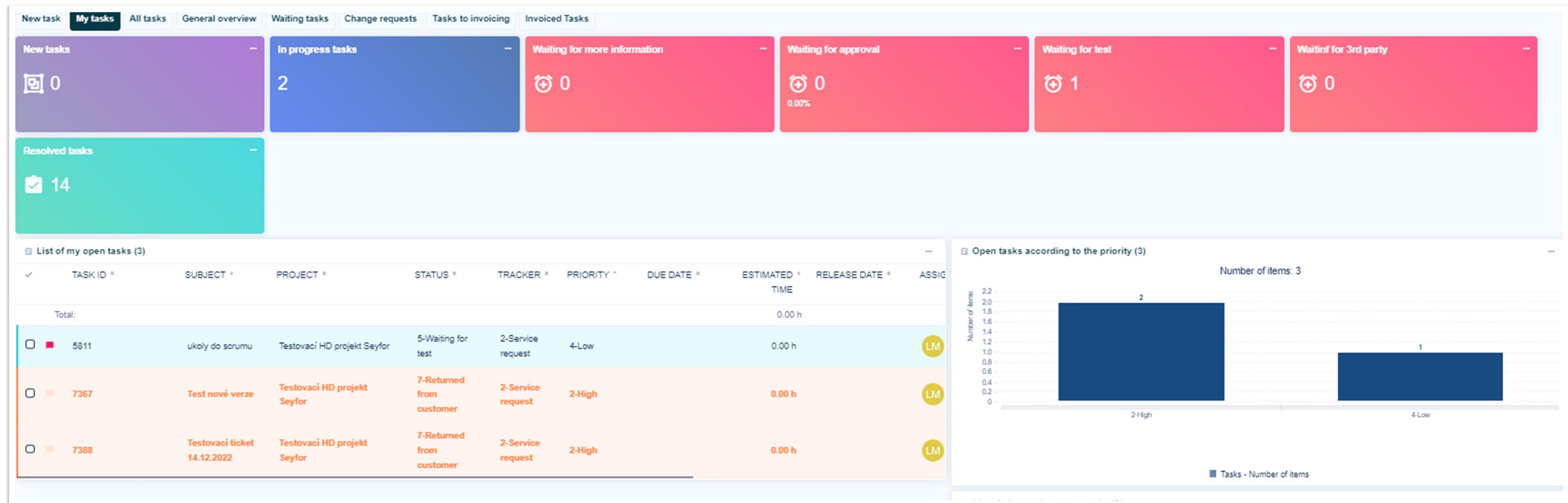
The screenshot shows the 'New task' form in the Seyfor application. The interface includes a top navigation bar with the Seyfor logo, a search bar, and user initials 'KK'. Below this is a horizontal menu with tabs: 'New task' (active), 'My tasks', 'All tasks', 'General overview', 'Waiting tasks', 'Change requests', 'Tasks to invoicing', and 'Invoiced Tasks'. On the left, a 'TASKS' sidebar is partially visible. The main form area is titled 'New task' and contains a 'Subject*' field with a placeholder 'Subject'. Below this is a 'Description' section with a rich text editor toolbar featuring bold, italic, underline, strikethrough, text color, background color, paragraph, bulleted list, numbered list, link, unlink, and a vertical ellipsis. To the right of the form, there are sections for 'Basic attributes' and 'Additional attributes', and a file upload area with the text 'Click or drag file to upload' and 'Supports bulk upload. Max file size: 5 MB.'.

By filling a simple form, you can create a new task:

- Fill in the subject of the task
- If you are a member of multiple projects, select a project
- Tracker
- Priority
- Status leave New
- Detailed description

/ Home screen description – My tasks

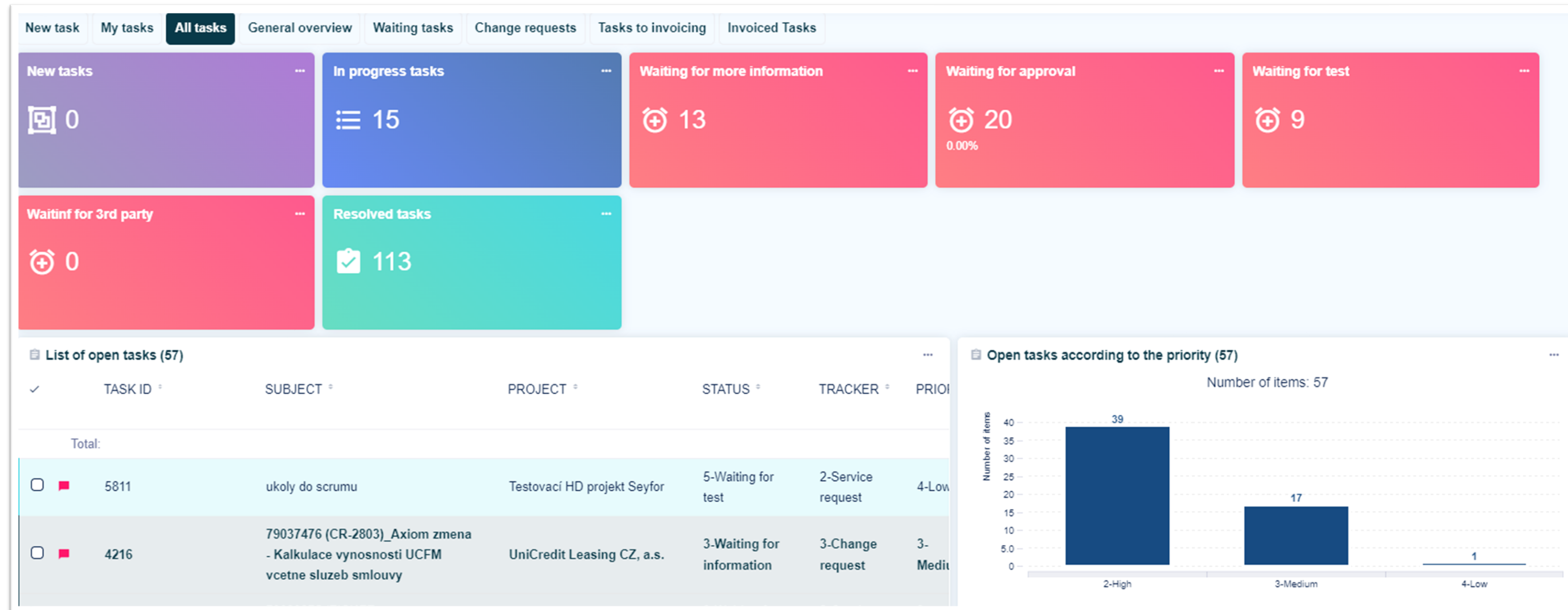
List of tasks which the logged-in user is the author:



- At the top there are overview boxes for each statuses
- Below is a list of open tasks
- Then there are graphical chart

/ Home screen description – All tasks

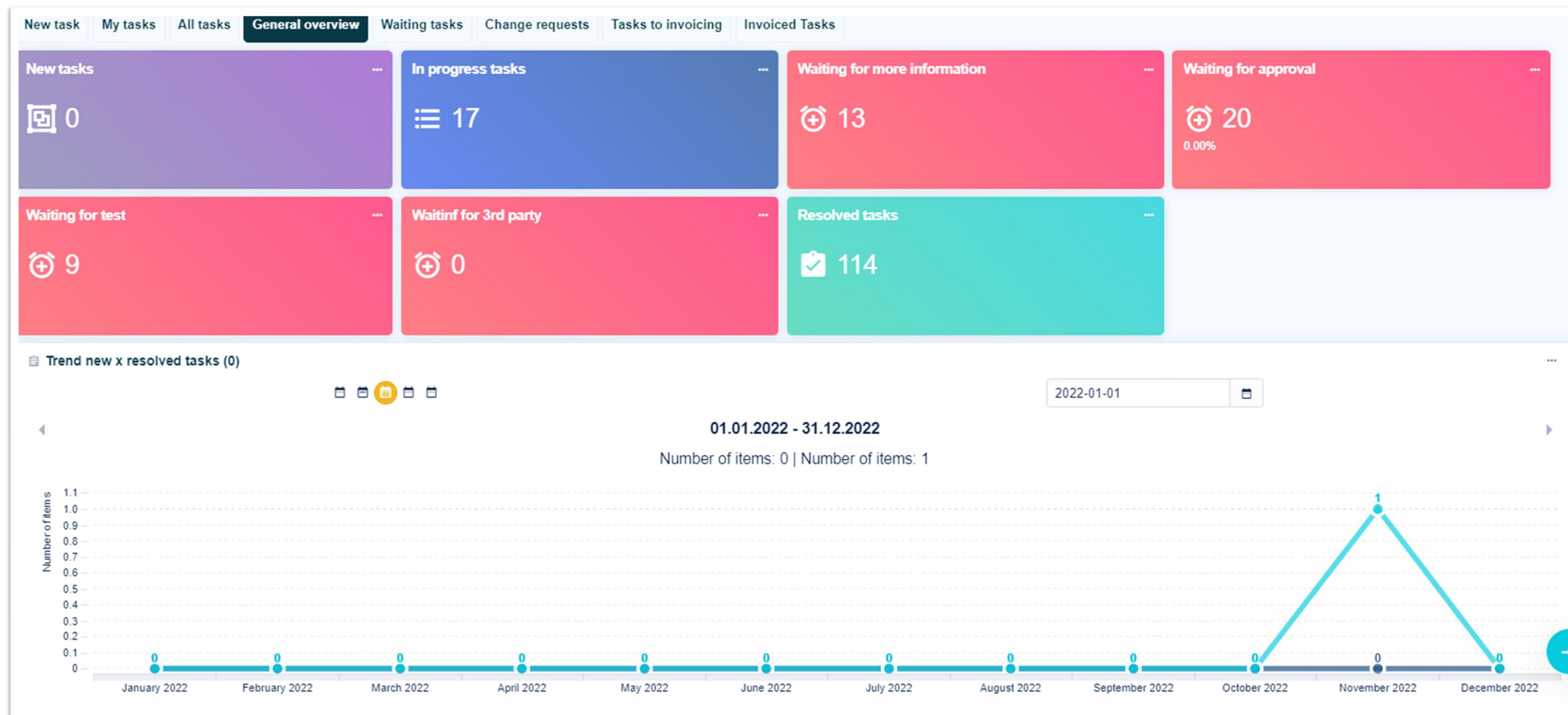
Overview of all tasks from all projects where the logged-in user is a member:



- At the top there are overview boxes for each state
- Below is a list of open tasks from other users
- Then there are graphical displays

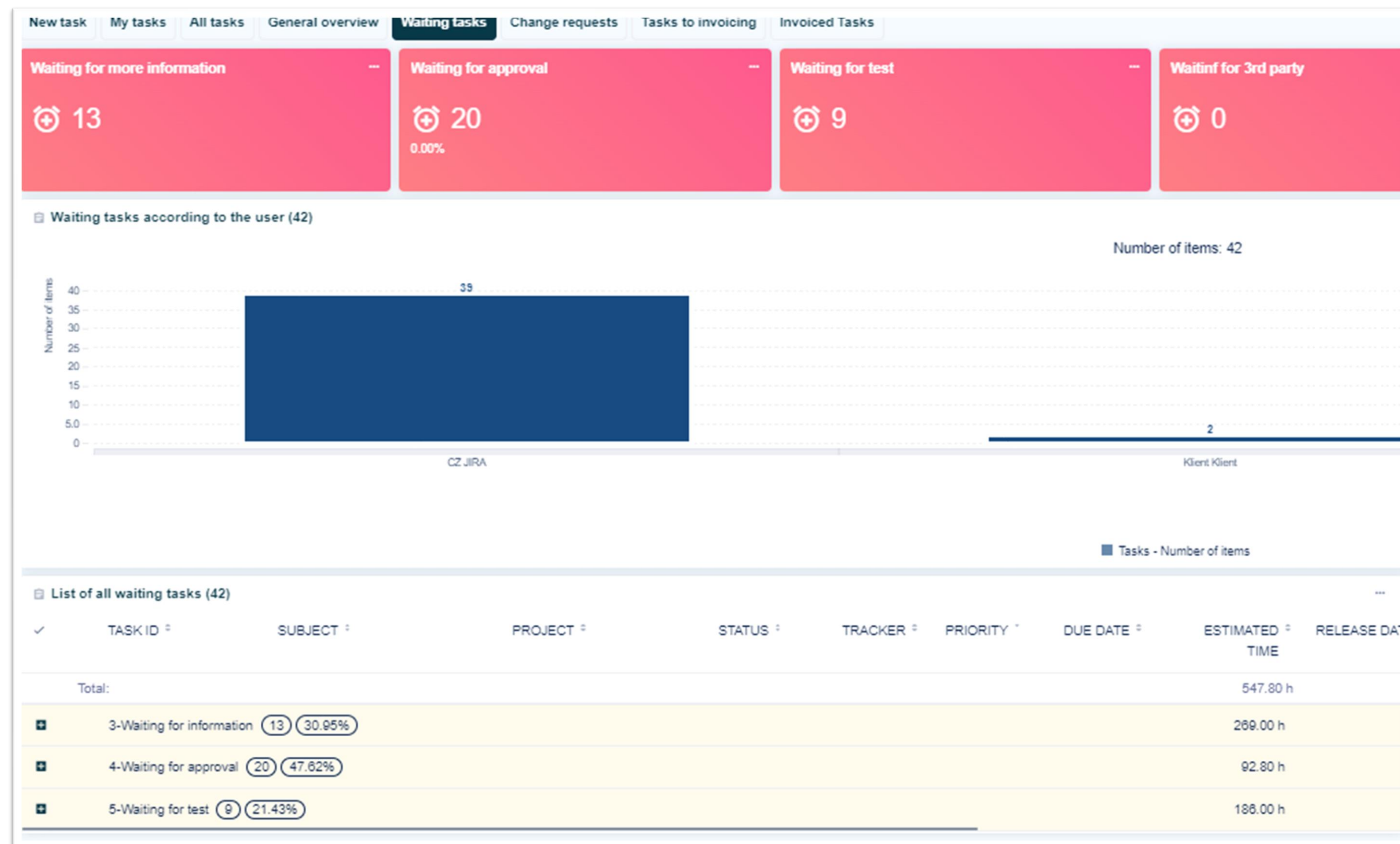
/ Home screen description – General overview

There are various views and statistics from all projects where the logged-in user is a member:



/ Home screen description – Waiting tasks

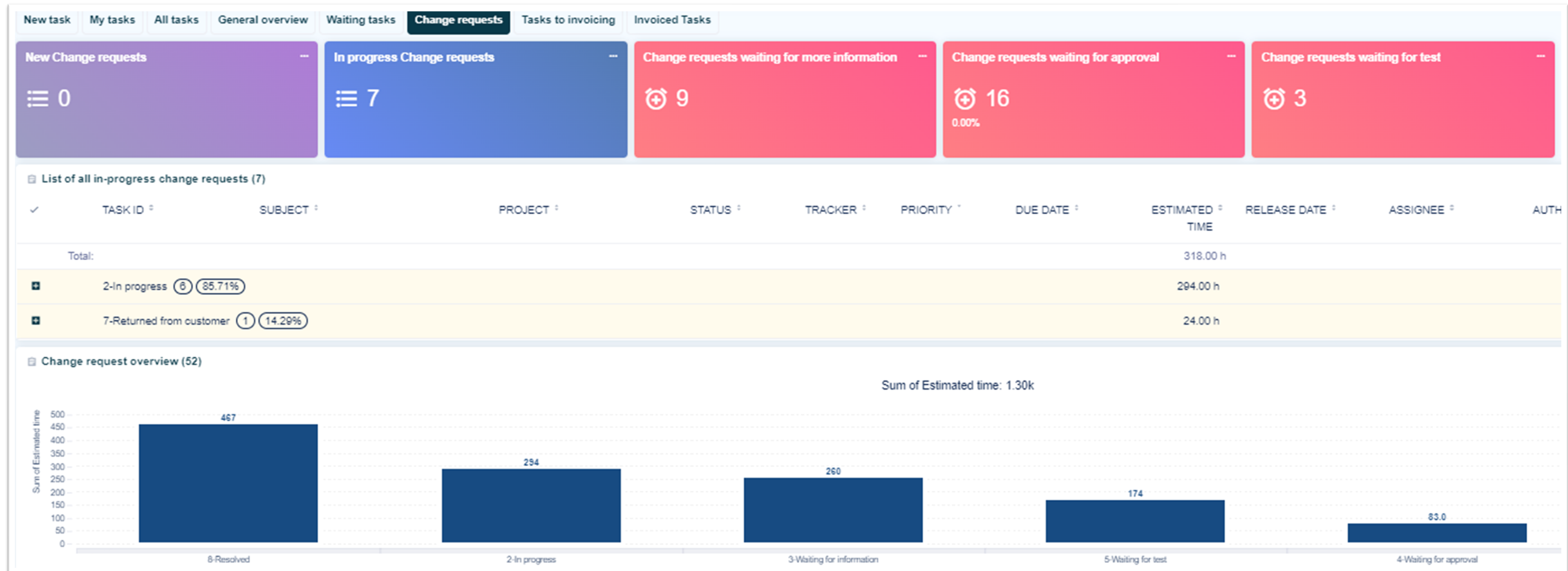
Overview of all tasks from all projects where the logged-in user is a member:



- At the top part there are overview boxes for each statuses
- Below is a list of waiting tasks by status
- Then there are graphical overviews

/ Home screen description – Change requests

Overview of the status of change requests for all projects where the logged-in user is a member:



- At the top part there are overview boxes for each statuses
- Below is a list of change requests by statuses
- Graphical displays

/ Home screen description – Task to invoicing

This report displays tasks with paid services which have been transformed to the status Resolved in the selected time period and have not yet been included in the billings that have already been performed:

New taskMy tasksAll tasksGeneral overviewWaiting tasksChange requestsTasks to invoicingInvoiced Tasks

Datum vyřešení2022-09-012022-12-31ProjektTestovací HD projekt Seyfor

Tasks to invoicing

Czech: Tento report zobrazuje úkoly s placenými službami, které byly ve zvoleném časovém období převedeny do stavu Vyřešeno a ještě nebyly zahrnuty do již proběhlých vyúčtování.

English: This report displays tasks with paid services which have been transferred to the status Resolved in the selected time period and have not yet been included in the billings that have already been performed.

Magyar: Riportban azok a fizetős feladatok szerepelnek melyek az adott időszakban kerültek megoldásra és az előző számlázásokban nem voltak besorolva.

Polski: Raport zawiera zadania płatnych usług, które w wybranym okresie zostały przeniesione do stanu Rozwiązano i nie zostały jeszcze uwzględnione w poprzednich rozliczeniach.

List of tasks to invoice (7)

✓	TASK ID	SUBJECT	PROJECT	STATUS	TRACKER	PRIORITY	ASSIGNEE	AUTHOR	TASK CLOSED	PRODUCT	ESTIMATED TIME
Total:											0.00 h
+	Testovací HD projekt Seyfor (7) 100.00%										0.00 h

/ Home screen description – Invoiced tasked

This report displays tasks that have been included in billing for paid services that have already occurred. For clarity, you can use the filter to select a certain period in which the tasks were resolved.

New taskMy tasksAll tasksGeneral overviewWaiting tasksChange requestsTasks to invoicingInvoiced Tasks

Datum vyřešení2022-09-012022-12-30ProjektTestovací HD projekt Seyfor

Invoiced tasks

Czech: Tento report zobrazuje úkoly, které byly zahrnuty do již proběhlých vyúčtování placených služeb. Pro přehlednost lze využít filtr ke zvolení určitého období, ve kterém byly úkoly vyřešeny.

English: This report displays tasks that have been included in billing for paid services that have already occurred. For clarity, you can use the filter to select a certain period in which the tasks were resolved.

Magyar: Riportban az eddig kiszámlázott feladatok szerepelnek. Áttekintés érdekében használja a szűrőt, válasszja ki az adott időszakot amelyben a feladat megoldásra került.

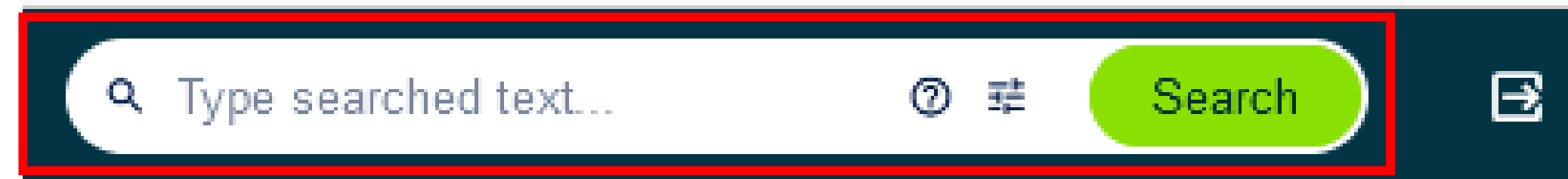
Polski: Raport zawiera zadania, które już zostały uwzględnione w poprzednich rozliczeniach płatnych usług. Aby uzyskać przegląd użyj filtra i wybierz konkretny okres w którym zadanie zostało rozwiązane.

List of invoiced tasks (2)

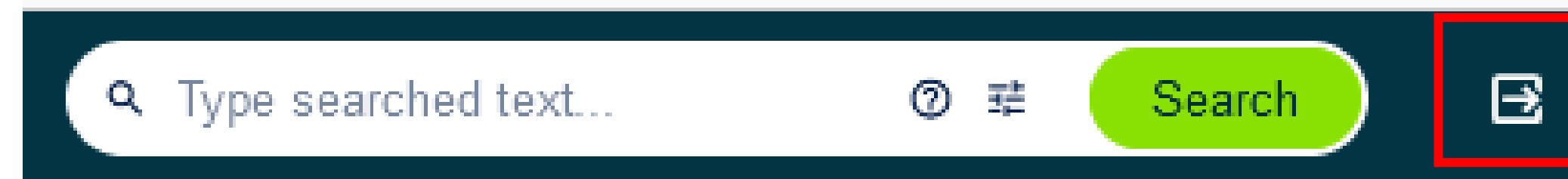
✓	TASK ID	SUBJECT	PROJECT	STATUS	TRACKER	PRIORITY	ASSIGNEE	AUTHOR	TASK CLOSED	PRODUCT	ESTIMATED TIME
Total:											1.00 h
+	Testovací HD projekt Seyfor (2) 100.00%										1.00 h

/ Searching and logout

In the upper right corner, you will find a window for entering a [full-text search](#).



Next to the full-text search window you can find the "[Logout](#)" button to log out of the HelpDesk.

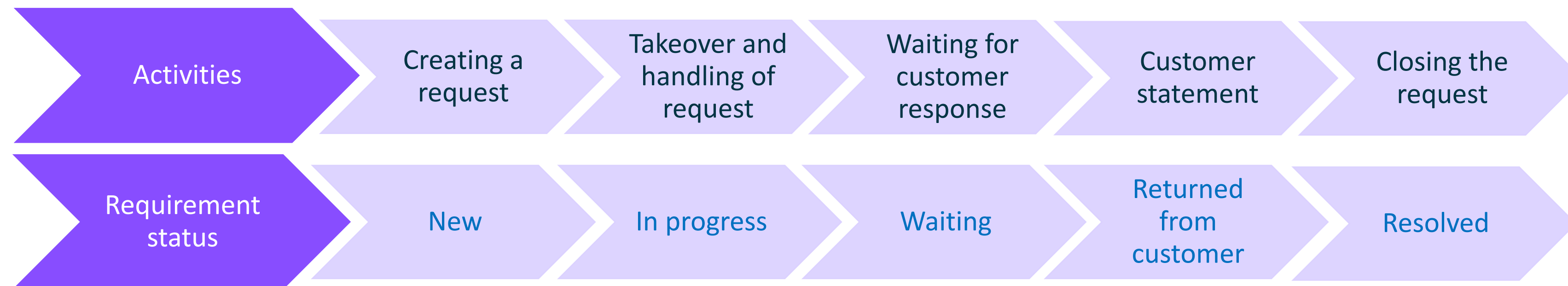


Working with Helpdesk

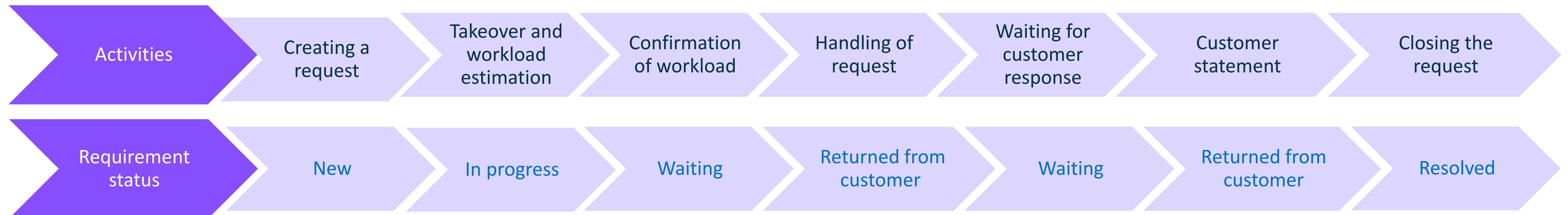


Request lifecycle

„Bug (Incident)“



"SERVICE REQUEST" AND "CHANGE REQUEST"



Status New task

There are two ways to establish a new task:

1. In the user interface - described above in the manual

2. By sending an e-mail:

- A task can be created by sending an e-mail to **helpdesk.iao@seyfor.com**
- A task created in this way always has a priority of "Medium"

 **An e-mail sent to a specific employee of our company will not be considered as a registered task.** 

Status - Waiting

The task with statuses which you can find below needs your attention because they require your interaction!

Waiting for request- the task is waiting for additional information from the customer to allow the solver to continue the solution





Waiting approval of estimate - waiting for customer approval of work estimate

Waiting for test - the task is solved and waiting for testing results from the customer

Waiting for the 3rd party - waiting for the third party to respond


Waiting tasks – Customer respond

In the task list, especially under the tab „Waiting tasks" tab, select the relevant task and click on the **subject**.

List of all waiting tasks (4)				
✓	TASK ID	SUBJECT	PROJECT	STATUS
Total:				
	3-Waiting for information (3) 75.00%			
<input type="checkbox"/>	 5790	Test priority z mailu - 8.11.2022	Testovací HD projekt Seyfor	3-Waiting for information
<input type="checkbox"/>	 5766	Test 7.11.2022	Testovací HD projekt Seyfor	3-Waiting for information
<input type="checkbox"/>	 8179	Fwd: Tiket k testu odesílání příloh - z mailu	Testovací HD projekt Seyfor	3-Waiting for information

/ Waiting tasks – Customer respond



You will see the detail of the selected task and click on the "**Update**" button:

Testovací HD projekt Seyfor  / Helpdesk I&O


Project overview Tasks

LM

#7388 - Testovací ticket 14.12.2022

Status:	5-Waiting for test	Priority:	2-High
Assignee:	Lukáš Mezírka Offline	Due date:	
Author:	Klient Klient Office	Start date:	14.12.2022
Estimated time:		Created:	14.12.2022 11:16 AM
Tracker:	2-Service request	Email cc:	---
Email to:	hota@atlas.cz		
Project:	Testovací HD projekt Seyfor		
Product:	--- Incadea	Invoiced:	
Release date:			

 Less

Update

More

Tags

Dobrý den,

zakládám ticket.

/ Waiting tasks – Customer respond

The screenshot shows a form for responding to a customer task. It includes a rich text editor for comments, a status dropdown menu, a file upload section, email fields, and a 'Need reaction?' checkbox. Red boxes highlight the following elements:

- Comments field:** A rich text editor with a toolbar containing bold, italic, underline, strikethrough, text color, background color, paragraph, bulleted list, numbered list, link, unlink, and a vertical ellipsis.
- Status dropdown:** A dropdown menu with '5-Waiting for test' selected. An option '7-Returned from customer' is visible in the list.
- File upload area:** A light blue box with the text 'Click or drag file to upload' and 'Supports bulk upload. Max file size: 5 MB.'
- Save button:** A teal button labeled 'Save'.

Other visible elements include 'Attributes', 'Help desk', 'Email to' (with 'hota@atlas.cz'), 'Email cc', and a 'Cancel' button.

1. It will open a form for you to enter your response
2. **Change the task status to "Returned from customer"**
3. Type your reaction in the "Comment" field
4. You can attach an attachment
5. Select the **"Save"** option

/ Response to notification e-mail

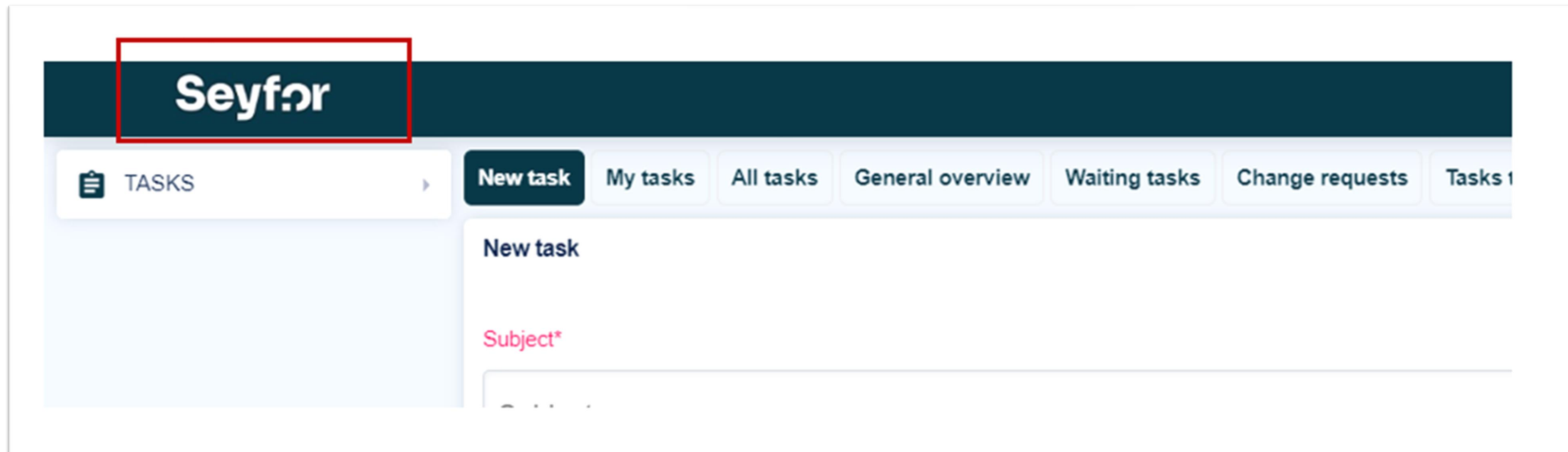
If you want to respond to a received notification, always use the reply **(RE:) function**.

A link with the task ID number must always be left in the subject line of the e-mail to associate it with a specific task:

Komu:	<input type="text" value="helpdesk.iao@seyfor.com"/>
	<input type="button" value="Kopie (cc)"/> <input type="button" value="Skrytá kopie (bcc)"/>
Předmět:	<input type="text" value="Re: (ticket ID #8375) - In Progress - report issue"/>

Come back to main menu

If you want to come back from whatever window to main menu, just click on icon **SEYFOR** which is placed in the upper corner.



**We are looking forward
to working with you.**

Thank you

